

Question	Answer
<p>1. The proposal is to be submitted via email and the solicitation instructions stipulate that the email size should be no larger than 20MB. Is it permissible to the city that the solution proposal, requirements response and supplementary appendices be supplied in the submission email via a web transfer service with a link to download the documentation e.g. DropBox, WeTransfer etc. in order to alleviate concerns surrounding the 20MB stated limit? If this is permissible, does the 20MB size limitation still apply?</p>	<ul style="list-style-type: none"> • The City's mailbox size limit for external E-Mail (incoming) is 30MB (corrected). • We do not use cloud sharing platforms. • The size limitation is due to E-Mail only. • Please submit on email and if there is a problem with size we can compress/zip or decide alternatives. We do not expect the size limitations to cause any issues.
<p>2. The city states proposals must be in PDF format, is it expected that the excel requirements file be converted to PDF prior to submitting?</p>	<p>The City wants the Excel requirements response to be in Excel format.</p>
<p>3. What are the city's MUST HAVE integrations for go-live?</p>	<p>To clarify, the City assumes this question is regarding the professional services needed to setup 'integration'.</p> <p>We need to define the term 'integration' to answer the question relative to both pre/post-production launch. For the purpose of this Q&A, 'integration' means a data interface which may be import (add, update, delete/archive) or export which may be scheduled or Adhoc.</p> <p>The City's MUST HAVE 'integrations' for production launch and ongoing include:</p> <ul style="list-style-type: none"> • Configuration Items connector (With IP address) • Active Directory connector for foundational user data <p>Regarding additional API functions, the City does not expect data interfaces to be implemented before production launch; however, the City is very interested in using API functionality postproduction launch (requirements in Appendix A).</p> <p>Use Case: Configuration items or user information changes. The ITSM solution sees the change either by way of posted export file or direct connection depending on the proposer's</p>

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	solution. The ITSM solution creates, updates, and deletes/archives the configuration item and/or user information.
4. Develop a comprehensive training plan and organizational change management plan to ensure adoption and sustainability of ManageEngine. Question: what does ManageEngine currently provide in your environment??	ManageEngine does not currently provide any software in the City's environment. This is a copy/paste error and the RFP should read ITSM.
5. Page 3 of RFP: Total count of technicians using the ITSM solution less than 35. Question: Is this the total number of people that need to be in the ITSM solution making changes and updates?? Question: What is the total number of Service Now named licenses you currently have today?	The total number of people using ITSM who make changes and updates are: <ul style="list-style-type: none"> • Total number of ITSM system administrator technicians in IT is: 3. • Total number of IT technicians who manage requests which may be at the same time (e.g. tickets) is: 35. • Total number of people who may send or update their individual request (e.g. tickets) is the City employees total: 700 employees. The total number of ServiceNow licenses at the City is: 35
6. Question: Will you be looking to extend the ITSM solution to various city departments and if so, will you want tickets separated out to different departments??	The City does not expect a decentralized service, so all tickets are assigned to one IT department.
7. How many licensed users does the City expect to have for the tool? How many will be in the tool at one time?	See question number 5.
8. How many assets are you looking to manage in the solution? a. For how many endpoints (desktops, laptops, servers) do you want to discover and monitor software compliance? Please provide breakdown by OS (e.g. Windows, Mac, Chrome, etc.)	There are up to 1500 end points and the City expects to discover and monitor each. Operating system breakdown: <ul style="list-style-type: none"> • Operating System: • Windows: ~900 (this includes servers) • MAC: None (at least not managed on the domain) • Chrome: None • CISCO: ~300 (Routers, switches, firewalls and access points) • Palo Alto: 5
9. What tool(s) (if any) is/are being used to fulfill the functionalities being requested?	Currently the City uses ServiceNow for ITSM functions Active Directory is used for authentication, and SCCM is the primary source or the data for the new ITSM discovery and sync.
10. Is there a prevailing event/initiative/etc. that triggered the creation and release of this solicitation?	In 2019, the City embarked upon the Information Technology (IT) <i>Stabilization Initiative</i> to improve IT operations. IT completed a "maturity

	assessment” which identified key operational gaps and proposed mitigation strategies. The assessment recommended that IT explore and implement an appropriately-sized ITSM system to manage IT assets, incidents, service requests, and system changes. The department’s current ITSM system (ServiceNow) is neither properly configured nor correctly sized to meet the City’s needs. The City needs an affordable option that meets its needs and size.
11. What ITSM processes does the City currently have processes for? a. Incident Management b. Service Request Management c. CMDB d. Change Management e. Knowledge Management	<ul style="list-style-type: none"> • Customer Portal (basic) • Service Catalog (very basic) • Asset Management/CMDB (never really completed) • Incident Management • Request Management (basic)
12. If there is a particular process that the City currently does not have established/documented, is the design of that process part of the scope of this project?	<p>The City is responsible for its IT business processes and is currently creating or updating ‘As Is’ IT business processes. All the IT business processes are expected to improve.</p> <p>Processes out of scope: release management, problem management, and project management.</p>
13. Does the City currently have a service catalog?	The Kirkland Service Catalog is not fully developed.
14. Is importing data from the existing systems within the scope of this project? a. If so, what type of data (e.g. incidents, knowledge articles, asset information) need to be transferred? How many records are there and what type of format will the data be in?	<p>See question number 3 for discovery of configuration item and user foundational information.</p> <p>Regarding the data conversion and migration of the data from ServiceNow, we are mainly interested in</p> <ul style="list-style-type: none"> • Open Incidents • Open Requests • Knowledge Base Articles • Configuration Items (the network refresh should present new equipment; however, servers, desktops, and software assets need to be converted and migrated)
15. What integrations are in scope of this project? Could the City please list the applications, and in what way they are to communicate with the tool?	See question number 3. Further, there are no application interfaces in scope for this engagement. The City expects data importing/exporting tools and implement additional data interfaces postproduction launch. The City expects to iterate and improve postproduction.

16. Could you please provide a use case or user story that is representative of each of the integrations desired?	See question number 3.
17. Will there be multiple business units (such as Facilities or HR) using this for processing tickets? If so, will these need to be broken out? Will they need separate service catalogs? Will they need separate portals?	See question number 6.
18. Does the City have a target Go-Live date for the selected solution?	<p>The City would like the base data setup for configuration items including assets, user foundational information, and knowledge.</p> <p>The City did not include the expected phases in the RFP so that the proposers could recommend the most effective approach for a City the size of Kirkland, the proposed solution, and the scope.</p> <p>After the base data setup, the City would like to focus on incident management followed by request management (including the customer portal). A primary implementation to production could occur at this time if the proposer's methodology is suited. The City would prefer a production launch by Dec 2020.</p> <p>The final implementation would include change management and knowledge management. The City would prefer the final implementation by Feb 2021.</p>
19. What is driving this target date? (E.g. upcoming renewal of existing solution, budget cycle, etc.)	City priorities and budget constraints
20. Based on its procurement process, could the City please provide the expected of when the vendor would be selected, and when the contract would be formally awarded/executed?	See submittal deadlines in the RFP under the SUBMISSION INSTRUCTIONS section. Further, the City expects a contract by mid-September or sooner.
21. Is City of Kirkland willing to accept exceptions to the Terms and Conditions and Professional Services Agreement with accompanying explanations and alternatives? If so, where should they be included in our submission?	<p>Please copy/paste the terms into an attachment and make redlines revisions. Please note that the RFP is asking for your firm's template agreement for licensing or cloud subscription. Further, the RFP is asking for your firm's statement of work for professional services work.</p> <p>The proposer can also create a table with the items the proposer does not agree with and</p>

	provide an explanation or suggested language that they want incorporated.
22. If a Proposer is unable to meet any of Must Have requirements in Appendix A, is this cause for automatic disqualification?	This is not specified as a minimum requirement. The City would not proceed with the proposer if we found another solution that fit the requirements we are looking for.
23. Can you please provide clarification around Appendix A, Requirement # F-141 – Ability to deploy assets or redeploy assets?	F-141: Ability to deploy assets or redeploy assets. Re-phrased: Ability to deploy assets or to re-assign or re-deploy assets between users and/or departments.
24. Can you please provide clarification around Appendix A, Requirement # F-142 – Ability to track application minor changes without triggering a change request?	F-142: Ability to track application minor changes without triggering a change request. Re-phrased: Ability to track minor changes to applications that do not require a formal change and which subsequently do not create a change request.
25. P.6 "The Proposer should propose what scope is possible with the overall first year budget shall not exceed \$50k." Can you provide what the first year budget dates fall into?	The first-year budget would be from the time of the contract signing to the time of the closure of the professional services work as defined in the Scope section of the RFP, which is expected to implement in under 1 year and within the \$50K.
26. P.6 "The Proposer should propose what scope is possible with the overall first year budget shall not exceed \$50k." Are all services expected in scope to be completed in first year budget cycle?	Yes.
27. P.7 "Submission Criteria" Our policy is to keep references and customer information private until we are short listed. Would we be penalized if holding customer information in the RFP scoring process?	The City requests the information first.
28. P. 8 "Submittal Deadlines" The city of Kirkland has provided very detailed and robust requirements though provided only seven business days for proper responses after answers are submitted. After selection can you share important deadlines or compelling events for a go-live of a new solution?	See answer to question number 18.
29. ITSM Requirements Tab Can you highlight which "Must Have" capabilities are required in the scoped services for year one costs?	The requirements are categorized by module. The City has decided that the City does not require ITIL V4. ITIL V3 is enough. Barring the specific out of scope items in the scope section of the RFP, the following table matches at a category level the in scope major functions to the categories in the requirements.

	Category	ITSM Solution Major Functions in Scope
	00-Overall	In scope
	01-Data-Foundational	In scope, expect to discover from Active Directory
	02-Data-Configuration	Asset Management and Configuration Management (CMDB)
	03-Data-Asset	Asset Management and Configuration Management (CMDB)
	04-Business Process	Out of Scope for Proposer
	05-Procedures	Out of Scope for Proposer
	06-Mgmt-Configuration	Asset Management and Configuration Management (CMDB)
	07-Mgmt-Asset	Asset Management and Configuration Management (CMDB)
	08-Mgmt-Incident	Incident Management
	09-Mgmt-Request	Service Request Management and Customer Portal
	10-Portal	Service Request Management and Customer Portal
	11-Catalog	Service Request Management and Customer Portal
	12-SLA/OLA	Service Request Management and Customer Portal
	13-Mgmt-Change	Change Management
	14-Mgmt-Problem	Out of Scope
	15-Knowledge	Knowledge Management/Solutions
	16-Mgmt-Release	Out of Scope

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30. ITSM Requirements Tab Can you prioritize the "Must Have" capabilities what would need to be implemented in first year?	The City expects the "Must Have" requirements to be implemented in the first year based on the ITSM solution Major Functions in Scope section and question number 29.
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